

CULTURAL COMPETENCE INITIATIVE

Cultural competence in public health describes the ability of systems to provide services to customers with diverse values, beliefs and behaviors, including tailoring delivery to meet customers' social, cultural, and linguistic needs.

Culture and language have considerable impact on how individuals, families and communities access and respond to health and environmental services. To ensure equal access to quality health and environmental services by diverse populations, health care organizations and providers should have cultural competence knowledge, understanding and skills.

The Office of Minority Health provides the leadership in the coordination, development and implementation of the agency's:

Cultural Competence Action Plan

Established a framework for institutionalization of Cultural Competence within the agency. The plan addresses four areas: Training, Standards, Workforce Diversity and Policy

Culturally and Linguistically Appropriate Service Policies

Assured integration of U. S. Department of Health and Human Services (DHHS) fourteen "Culturally and Linguistically Appropriate Service Standards (CLAS)"

- Assessments (community, organization, self)
- Community and consumer involvement
- Collecting and using racial, ethnic, cultural data
- Staff recruitment
- Staff training

Language Assistance Program

- Telephone Interpreter Services
- Translation Services
- Qualified Interpreter Testing and Training
- Public Awareness

Basic Cultural Competence Training

Staff is required to attend a minimum of 1 1/2 day cultural competence course.

Cultural Competence Management Team

Convened and approved by the Commissioner with cross representation from programs, disciplines, district and state levels.

Cultural Competence Statewide Network

Established to assure implementation, communication, consistency and training statewide of Cultural Competence initiatives

Provides consultation, presentations and technical assistance regarding cultural and linguistic health and environmental related issues.

CULTURAL COMPETENCE

Cultural Competence is the willingness and ability of a system to value the importance of culture in the delivery of services to all segments of the population. It is the use of a systems perspective, which values differences and is responsive to diversity at all levels of an organization:

- **Policy and Administration**
- **Service Provider**
- **Customer/Community**

Cultural Competence activities include the development of skills through training, use of self - assessment for providers and systems, and implementation of objectives to ensure that governance, administrative policies and practices, and skills are responsive to the culture and diversity within the populations served.

A PROCESS OF CONTINUOUS QUALITY IMPROVEMENT